

COUNTY OF KERN
DEPARTMENT OF PUBLIC WORKS

REQUEST FOR PROPOSAL

To provide Computer-Aided Dispatch/Automatic Vehicle
Location System (CAD/AVL) System

DUE June 23, 2025

TIME Before 11:00 a.m.

COUNTY OF KERN

DEPARTMENT OF PUBLIC WORKS

Request for Proposal to Provide: Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System

The County of Kern is seeking qualified firm to provide Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System as listed in the Scope of Work.

Proposers are specifically directed not to contact any County personnel, other than the Contact Person indicated below, for any purpose related to this RFP. **Unauthorized contact of any County personnel may be cause for rejection of a vendor’s proposal.** All inquiries concerning this RFP should be directed to the following Contact Person:

Francisca Smith, Contract Specialist
Kern County Public Works Department
2700 ‘M’ Street, Suite 400
Bakersfield, CA 93301
Telephone (661) 862-5097
fsmith@kerncounty.com

Envelopes containing the Proposals are to be marked:

PROPOSAL: “Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System for Kern Regional Transit”

Projected Timetable

The following dates are set forth for information and planning purposes only. These dates may be changed by County upon notice to prospective proposers:

Issuance Date May 19, 2025
Pre-Proposal Meeting June 2, 2025
Proposal Due Date June 23, 2025
Proposal Due Time Before 11:00 a.m.

Postmark date will not constitute timely delivery. Responses received after the above time **will not** be considered. Proposers are solely responsible for ensuring timely receipt of their Proposals. If hand delivery is planned to our offices, please be aware that delays through building security protocol should be planned for by the proposer since timely receipt of all Proposals is required.

TABLE OF CONTENTS

| | | |
|-----|---|-----------|
| I. | GENERAL INFORMATION | Page |
| | A. Project Background and Description | 1 |
| | B. Services Required of Successful Proposer | 1 |
| | C. Services Provided by the County | 1 |
| | D. Selection Process | 1 |
| | E. Solicitation Caveat | 6 |
| | F. Time | 6 |
| | G. Standard County Agreement | 6 |
| | H. Insurance Requirements | 7 |
| | I. Modifications to Scope of Work | 10 |
| | J. News Releases | 11 |
| | K. Payment Schedule | 11 |
| | L. Statutes and Rules | 11 |
| | M. Background Review | 11 |
| | N. Organizational Conflict of Interest | 11 |
| II. | PROPOSAL INFORMATION AND REQUIREMENTS | |
| | A. General Instructions | 12 |
| | B. Business Address | 12 |
| | C. Corrections and Addenda | 12 |
| | D. Proposal Format and Contents | 12 |
| | E. Post RFP Issuance | 18 |
| | F. Proposal Submission | 19 |
| | G. Withdrawal and Submission of Modified Proposal | 19 |
| | H. Disposition of Proposals and Proprietary Data | 20 |
| | SCOPE OF WORK SPECIFICATIONS AND REQUIREMENTS | Exhibit A |
| | STANDARD COUNTY MASTER TERMS & CONDITIONS | Exhibit B |

I. GENERAL INFORMATION

A. Project Background

Kern Regional Transit (KT) is a subdivision of the Kern County Public Works Department that provides public transit service to Kern County residents primarily in rural unincorporated communities. KT's fleet consists of 70 vehicles which transports approximately 235,000 passengers across approximately 1,855,000 revenue miles a year.

KT is issuing this Request for Proposal (RFP) to engage a qualified firm to engineer, design, install, and integrate a new Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System into its fleet of 70 vehicles.

B. Services Required of Successful Proposer

The County has developed the attached **Exhibit "A"** which fully describes the scope of work and services required; deliverables; benchmark requirements; and our anticipated timeline for the start and completion of this project.

Proposer will be expected to review the Exhibit to understand the expected outcome, what the desired goals and objectives are, what specific problems and challenges need to be solved in order to achieve the required end result.

C. Services Provided by the County

The County will provide a Contact Person as a primary contact, who will arrange for staff assistance by other County staff as may be required. County will also provide whatever information as may be available. County will also be available to meet and discuss project requirements and development at key times in the process.

D. Selection Process

1. All Proposals received by the specified deadline will be reviewed by a County Evaluation Committee. After the initial scoring, the Evaluation Committee may select those firms deemed most qualified for this project for further evaluation. Interviews of these selected firms may be conducted as part of the final selection process. Proposers are advised that the County, at its option, may award a contract strictly on the basis of the initial Proposals, and not create a short list of Proposals for further consideration. The firm selected by the Evaluation Committee will be recommended to the Board of Supervisors for this project, but the Board is not bound to accept the recommendation or award the project to the recommended firm.
2. If one or more of the proposers is a local vendor as defined herein, said proposer(s) shall be entitled to a local vendor preference as herein described, provided: (i) said proposer(s) achieved a score of at least seventy percent (70%) during the initial scoring phase by the Evaluation Committee; and (ii)

they were included in the short list of proposers for further consideration by the Evaluation Committee, if the Evaluation Committee elected to create a short list of Proposals.

All local vendors meeting the above stated criteria shall have their final evaluation score increased by five percent (5%) for purposes of determining the Evaluation Committee's final selection for recommendation to the Board of Supervisors.

A local vendor is defined as a proposer who:

- (a) Has had a fixed office or distribution point located in and having a street address within the county for at least six (6) months immediately prior to the issuance of the request for competitive bids by the purchasing agent
- (b) Holds any required business license by the county or a city within the county; and
- (c) Employs at least one (1) full-time or two (2) part-time employees whose primary residence is located within Kern County, or if the business has no employees shall be at least fifty percent (50%) owned by one or more persons whose primary residence is located within Kern County.

All local vendors with a Local Employee Ratio of 50% or higher will receive an additional 2% score increase, and those with a ratio of 100% will receive a 3% increase to their score. (Rev 11/19)

- (d) Will credit all sales taxes generated pursuant to the contract awarded as a result of the application of this local vendor preference to its business location in Kern County.

This local vendor preference shall not apply to any contracts funded in whole or in part with federal or state funds which do not allow the use of local preferences, or any other contracts which are statutorily or otherwise precluded from the use of local preferences during the selection process.

At-Risk Employer Preference

Per County Ordinance 2.38.132, the At-Risk Employer preference will be implemented. This ordinance provides a preference to local vendors who are also at-risk employers. If there is a tie for the low bid and both bidders are local vendors but one of the bidders is also an at-risk employer, the contract shall be awarded to the low bidder that is also the at-risk employer. In the event local vendors are allowed to submit a new bid equal to or less than the out of county low bidder, and there is a tie for the low bid and one of the responsible low bidders is also an at-risk employer, the local vendor who is also an at-risk employer will be awarded the contract

To qualify as an "At-Risk Employer," Vendor shall state below that you have provided gainful employment to "at-risk" individuals residing in Kern

County for at least one (1) year prior to submitting this bid; and you continue to provide gainful employment to ‘at-risk individuals. “At-Risk Individuals” are defined in County Ordinance 2.38.132 as those individuals who have been incarcerated within the last five (5) years and/or have been convicted of a misdemeanor or felony within the last five (5) years and/or are youth in foster care.

Vendor has employed at least one (1) at-risk individual residing in the County of Kern for at least one year prior to submitting a bid for this project and continues to provide gainful employment to at-risk individuals residing in the County of Kern.

(state qualifying information with returned RFP response).

3. The following is a list of general criteria that will be used by the Evaluation Committee in determining its recommendation to the Board of Supervisors. (Please note that the Evaluation Committee may consider other additional information they deem relevant in determining a recommendation to the Board of Supervisors and may give each of the criteria considered as little or as much weight as they consider appropriate.)
 - (a) Proposer’s understanding of the RFP requirements and end result.
 - i. Does proposal show comprehension of the scope of services and match Exhibit A requirements?
 - ii. Does proposal address all requested objectives & deliverables?
 - iii. Does proposal offer specific solutions that address problems & our desired objectives?
 - (b) Proposer’s proposed approach to tasks.
 - i. Does the approach show innovative or advanced techniques
 - ii. Does the approach make sense for this project?
 - iii. Does the proposal clearly define deliverables? Are they measurable and realistic?
 - iv. Are there any apparent discrepancies or omissions in proposal?
 - v. Is the proposed transition or milestone implementation plans feasible?
 - (c) Proposer’s experience in similar projects.
 - i. Does proposer have a proven track record with similar projects?
 - ii. Has proposer completed relevant or similar projects? What was the length of time performing services for these relevant projects?
 - iii. What is the overall exposure/experience of the proposer with government sector projects?
 - iv. Does proposal provided types, number & duration of current and previous contracts?
 - (d) Fee OR proposed rates.
 - i. Has proposer revealed and described all costs? Are there any hidden costs?

- ii. How does the proposer implement cost control techniques? Are there any escalation clauses included?
 - iii. Does proposer list prior contracts that were conducted on time and within budget?
 - iv. Does proposal state length of time for firm pricing?
 - (e) Estimated completion date(s) or required start date
 - i. Does proposal describe transition start up tasks & time and/or milestone steps to negotiate contract, set up staffing/equipment requirements and begin services?
 - ii. Does proposal address any time frames mandated by law?
 - iii. Does proposal address the length of time to complete one-time services?
 - iv. Does proposal describe in detail each project phase and the time needed for completion?
 - v. Does the proposal benchmark critical events in the completion of the project?
 - (f) Client references.
 - i. Are proposer's referenced projects similar in size & scope?
 - ii. Do references report any negative aspects with their experience with proposer?
 - iii. Do references report proposer's capabilities in problem solving during project?
 - iv. Do references indicate successful billing/invoicing processes?
 - v. How did the reference award previous business to the proposer?
 - (g) Qualifications of proposer's staff for the project.
 - i. Does proposer offer a combination of experience, education, licensing, certification & background undertaking with similar projects relevant to our needs?
 - ii. Is the technical experience of proposer's personnel specific to the needs detailed in Exhibit A?
 - iii. Does proposer's response address productivity and utilization of staff/management assignments?
 - (h) Any other factors the Evaluation Committee deems relevant, for example:
 - i. Does proposal offer technology advances included in work approach?
 - ii. How feasible is the transition plan/milestone steps of proposer's plan?
 - iii. Other
4. The County reserves the right to reject any and all Proposals and to waive informalities and irregularities in any Proposals received. Absence of

required information may render a Proposal non-responsive, in the sole discretion of the County, resulting in rejection of the Proposal.

5. The County may, during the evaluation process, request from any proposer additional information which the County deems necessary to determine the proposer's ability to perform the required services. If such information is requested, the Proposer shall be permitted five (5) working days to submit the information requested.
6. An error in the Proposal may cause the rejection of that Proposal; however, the County may, in its sole discretion, retain the Proposal and make any corrections it deems appropriate. In determining if a correction will be made, the County will consider the conformance of the Proposal to the format and content required by the RFP, and any unusual complexity of the format and content required by the RFP. If the proposer's intent is clearly established based on review of the complete Proposal submittal, the County may, at its sole option, correct an error based on that established content. The County may also correct obvious clerical errors. The County may also request clarification from a proposer on any item in a Proposal that County believes to be in error, and make corrections accordingly.
7. The County reserves the right to select the Proposal which in its sole judgment best meets the needs of the County. The recommendation by the Evaluation Committee, and the final selection of a proposer by the Board of Supervisors, shall be based on any information and criteria the Evaluation Committee and Board consider relevant, which may include criteria not listed in paragraph 2 above. **The lowest proposed cost is not the sole criterion for recommending contract award.**
8. All proposers responding to this RFP will be notified of their selection or non-selection in writing.
 - a. All proposers shall have seven (7) calendar days from the date of the written notice to submit any additional information **not previously submitted** to the County representative for final consideration.
 - b. Proposers may request a debrief during the same seven- (7) day time period. **No extension will be given.**
9. The County representative will notify the proposers in writing of the date the Department's recommendation is placed on the Board of Supervisors' agenda.
10. County employees will not participate in the selection process when those employees have a relationship with a person or business entity submitting a Proposal which would subject those employees to the prohibition of Section 87100 of the Government Code. Any person or business entity submitting a Proposal who has such a relationship with a County employee who may be involved in the selection process shall advise the County of the name of the County employee in the Proposal.

11. Any person or business entity which engages in practices which might result in unlawful activity relating to the selection process including, but not limited to, kickbacks or other unlawful consideration paid to County employees, will be disqualified from the selection process.
12. The process, procedures and evaluation criteria used by County in developing and issuing this RFP and evaluating the Proposals received for purposes of making a recommendation to the Board of Supervisors shall be determined in the sole discretion of the County. Potential proposers shall have no rights whatsoever regarding the processes and procedures used by the County relating to this RFP or the manner in which a proposer is selected by the Board of Supervisors, provided their decisions are not arbitrary and capricious, and there is some reasonable basis for the selection(s) made.

E. Solicitation Caveat

The issuance of this solicitation does not constitute an award commitment on the part of the County, and the County shall not pay for costs incurred in the preparation or submission of Proposals. **The County reserves the right to reject any or all Proposals or portions thereof if the County determines that it is in the best interest of the County to do so.**

Failure to furnish all information requested or to follow the format requested herein, or the submission of false information, may disqualify the proposer, in the sole discretion of the County. The County may waive **any** deviation in a Proposal. The County's waiver of a deviation shall in no way modify the RFP requirements nor excuse the successful proposer from full compliance with any resultant agreement requirements or obligations.

F. Time

Time and the time limits stated in this RFP are of the essence of this Request for Proposal.

G. Standard County Master Terms & Conditions

No agreement with the County is in effect until a contract has been signed by both parties. Attached to this RFP as **Exhibit "B"** is the standard County Master Terms & Conditions which are in substantially the form the successful proposer will be expected to sign. The final agreement may include the contents of the RFP, any addenda to this RFP, portions of the successful proposer's Proposal and any other modifications determined by the County to be necessary prior to its execution by the parties.

Until such time as the Evaluation Committee has completed its deliberative process and the matter has been set for consideration before the Board of Supervisors, the agreement and all documents and materials relating thereto, the negotiation and execution thereof, including, without limitation, the existence of

the Agreement and the negotiations taking place between the parties, shall be confidential.

The standard County master terms and conditions included in this RFP is for informational purposes and should not be returned with a Proposal; however, the Proposal shall include a statement that the proposer has reviewed the standard County master terms and conditions and either i) will agree to and accept the master terms and conditions contained therein if selected, or ii) indicate those specific provisions of the standard County master terms and conditions to which the proposer takes exception and why. Raising of significant exceptions in a Proposal, as determined in the sole discretion of the County, may be cause for rejection of the Consultant's Proposal.

The selected Consultant will be required to execute an agreement with the County for the services requested within 30 calendar days of the award. If agreement on the terms and conditions of the contract that are acceptable to the County including, but not limited to, compensation, cannot be achieved within that timeframe, the County reserves the right to continue negotiations or to award the bid to another Consultant and begin negotiations with that Consultant.

Consultant must identify and provide contact information in their Proposal of the individual within their organization who is authorized to negotiate the terms and conditions of any agreement between Consultant and County.

H. Insurance Requirements

Vendor, in order to protect County and its board members, officials, agents, officers, and employees against all claims and liability for death, injury, loss and damage as a result of Vendor's actions in connection with the performance of Vendor's obligations, as required in this Agreement, shall secure and maintain insurance as described below.

Vendor shall not perform any work under this Agreement until Vendor has obtained all insurance required under this section and the required certificates of insurance and all required endorsements have been filed with the County's authorized insurance representative.

Receipt of evidence of insurance that does not comply with all applicable insurance requirements shall not constitute a waiver of the insurance requirements set forth herein. The required documents must be signed by the authorized representative of the insurance company shown on the certificate. Upon request, Vendor shall supply proof that such person is an authorized representative thereof, and is authorized to bind the named underwriter(s) and their company to the coverage, limits and termination provisions shown thereon.

The Vendor shall promptly deliver to the County's authorized insurance representative a certificate of insurance, and all required endorsements, with respect to each renewal policy, as necessary to demonstrate the maintenance of the required insurance coverage for the term specified herein. Such certificates and endorsements shall be delivered to the County's authorized insurance

representative prior to the expiration date of any policy and bear a notation evidencing payment of the premium thereof if so requested. Vendor shall immediately pay any deductibles and self-insured retentions under all required insurance policies upon the submission of any claim by Vendor or County as an additional insured.

- a. **Workers' Compensation and Employers Liability Insurance Requirement:**
In the event Vendor has employees who may perform any services pursuant to this Agreement, Vendor shall submit written proof that Vendor is insured against liability for workers' compensation in accordance with the provisions of section 3700 of the California Labor Code.

Vendor shall require any sub-contractors to provide workers' compensation for all of the subcontractors' employees, unless the sub-contractors' employees are covered by the insurance afforded by Vendor. If any class of employees engaged in work or services performed under this Agreement is not covered by California Labor Code section 3700, Vendor shall provide and/or require each sub-contractor to provide adequate insurance for the coverage of employees not otherwise covered.

Vendor shall also maintain employer's liability insurance with limits of one million dollars (\$1,000,000) for bodily injury or disease.

- b. **Liability Insurance Requirements:**
 - (1) Vendor shall maintain in full force and effect, at all times during the term of this Agreement, the following insurance:
 - (a) Commercial General Liability Insurance including, but not limited to, Contractual Liability Insurance (specifically concerning the indemnity provisions of this Agreement with the County), Products-Completed Operations Hazard, Personal Injury (including bodily injury and death), and Property Damage for liability arising out of Vendor's performance of work under this Agreement. The Commercial General Liability insurance shall contain no exclusions or limitation for independent contractors working on the behalf of the named insured. Vendor shall maintain the Products-Completed Operations Hazard coverage for the longest period allowed by law following termination of this Agreement. The amount of said insurance coverage required by this Agreement shall be the policy limits, which shall be at least one million dollars (\$1,000,000) each occurrence and two million dollars (\$2,000,000) aggregate.
 - (b) Automobile Liability Insurance against claims of Personal Injury (including bodily injury and death) and Property Damage covering any vehicle and/or all owned, leased, hired and non-owned vehicles used in the performance of services pursuant to this Agreement with coverage equal to the policy limits, which

shall be at least one million dollars (\$1,000,000) each occurrence.

- (c) Professional Liability (Errors and Omissions) Insurance, for liability arising out of, or in connection with, the performance of all required services under this Agreement, with coverage equal to the policy limits, which shall not be less than one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate.
- (2) The Commercial General Liability and Automobile liability Insurance required in this sub-paragraph b. shall include an endorsement naming the County and County's board members, officials, officers, agents and employees as additional insureds for liability arising out of this Agreement and any operations related thereto. Said endorsement shall be provided using one of the following three options: (i) on ISO form CG 20 10 11 85; or (ii) on ISO form CG 20 37 10 01 plus either ISO form CG 20 10 10 01 or CG 20 33 10 01; or (iii) on such other forms which provide coverage at least equal to or better than form CG 20 10 11 85.
 - (3) Any self-insured retentions in excess of \$100,000 must be declared on the Certificate of Insurance or other documentation provided to County and must be approved by the County Risk Manager.
 - (4) If any of the insurance coverages required under this Agreement is written on a claims-made basis, Vendor, at Vendor's option, shall either (i) maintain said coverage for at least three (3) years following the termination of this Agreement with coverage extending back to the effective date of this Agreement; (ii) purchase an extended reporting period of not less than three (3) years following the termination of this Agreement; or (iii) acquire a full prior acts provision on any renewal or replacement policy.
- c. Cancellation of Insurance -- The above stated insurance coverages required to be maintained by Vendor shall be maintained until the completion of all of Vendor's obligations under this Agreement except as otherwise indicated herein. Each insurance policy supplied by the Vendor shall not be suspended, voided, cancelled or reduced in coverage or in limits except after ten (10) days written notice by Vendor in the case of non-payment of premiums, or thirty (30) days written notice in all other cases. This notice requirement does not waive the insurance requirements stated herein. Vendor shall immediately obtain replacement coverage for any insurance policy that is terminated, canceled, non-renewed, or whose policy limits have been exhausted or upon insolvency of the insurer that issued the policy.
 - d. All insurance shall be issued by a company or companies admitted to do business in California and listed in the current "Best's Key Rating Guide" publication with a minimum rating of A-; VII. Any exception to these requirements must be approved by the County Risk Manager.

- e. If Vendor is, or becomes during the term of this Agreement, self-insured or a member of a self-insurance pool, Vendor shall provide coverage equivalent to the insurance coverages and endorsements required above. The County will not accept such coverage unless the County determines, in its sole discretion and by written acceptance, that the coverage proposed to be provided by Vendor is equivalent to the above-required coverages.
- f. All insurance afforded by Vendor pursuant to this Agreement shall be primary to and not contributing to all insurance or self-insurance maintained by the County. An endorsement shall be provided on all policies, except professional liability/errors and omissions, which shall waive any right of recovery (waiver of subrogation) against the County. A waiver of right of recovery (waiver of subrogation) is only required on Workers' Compensation policies when a Vendor's personnel deliver or perform services for the County while on County property.
- g. Insurance coverages in the minimum amounts set forth herein shall not be construed to relieve Vendor for any liability, whether within, outside, or in excess of such coverage, and regardless of solvency or insolvency of the insurer that issues the coverage; nor shall it preclude the County from taking such other actions as are available to it under any other provision of this Agreement or otherwise in law.
- h. Failure by Vendor to maintain all such insurance in effect at all times required by this Agreement shall be a material breach of this Agreement by Vendor. County, at its sole option, may terminate this Agreement and obtain damages from Vendor resulting from said breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Vendor, County shall deduct from sums due to Vendor any premiums and associated costs advanced or paid by County for such insurance. If the balance of monies obligated to Vendor pursuant to this Agreement are insufficient to reimburse County for the premiums and any associated costs, Vendor agrees to reimburse County for the premiums and pay for all costs associated with the purchase of said insurance. Any failure by County to take this alternative action shall not relieve Vendor of its obligation to obtain and maintain the insurance coverages required by this Agreement.

I. Modifications to Scope of Work

In the event that sufficient funds do not become available to complete all the services identified in this RFP, the scope of services may be amended, as determined in the sole discretion of the County. The County may also, from time-to-time, request changes in and/or additions to the services to be provided by the successful proposer. Such changes, including any increase or decrease in compensation, which are mutually agreed upon by and between the County and the successful proposer, shall be incorporated into the contract prior to execution of the contract, and by written amendments thereto after execution.

J. News Releases

News releases pertaining to any award resulting from this RFP may not be made without prior written approval of the Director of Public Works.

K. Compensation

Compensation shall be agreed upon by County and Vendor to be included in the final agreement for services.

L. Statutes and Rules

The terms and conditions of this RFP, and the resulting consulting services and activities performed by the successful proposer, shall conform to all applicable statutes, rules and regulations of the federal government, the State of California and the County of Kern.

M. Background Review

The County reserves the right to conduct a background inquiry of each proposer that may include collection of appropriate criminal history information, contractual and business associations and practices, employment histories, reputation in the business community and financial condition. By submitting a Proposal to the County the proposer consents to such an inquiry and agrees to make available to the County such books and records the County deems necessary to conduct the review.

N. Organizational Conflict of Interest

Contractor warrants, to the best of its knowledge, that neither Contractor nor its officers, agents or employees presently has any consulting or contractual arrangement with any firm or organization that would give rise to an organizational conflict of interest with respect to the work to be performed under this Agreement. Neither Contractor nor its officers, agents or employees shall enter into any contractual arrangement that would give rise to any potential conflict of interest, without first obtaining County's prior written approval before entering the agreement. If any organizational conflict of interest is discovered by Contractor relating to this Agreement, Contractor shall immediately notify County, and attempt to present a suitable mitigation plan. County may, at its sole discretion, terminate this agreement in the event that Contractor has any actual or potential organizational conflict of interest. As used in this paragraph, "**Organization conflict of interest**" means any relationship whereby Contractor has present or planned interests related to the work to be performed under this Agreement which: (1) May diminish its capacity to give impartial, technically sound, objective assistance and advice or may otherwise result in a biased work product, or (2) may result in its being given an unfair advantage.

II. PROPOSAL INFORMATION AND REQUIREMENTS

A. General Instructions

To receive consideration, Proposals shall be made in accordance with the following general instructions:

1. The completed Proposal shall be without alterations or erasures. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in ink by an authorized representative of the proposer.
2. No oral, telephonic, telegraphic, e-mailed or faxed Proposals will be considered.
3. The submission of a Proposal shall be an indication that the proposer has investigated and satisfied him/herself as to the selection process to be used by the County, the conditions to be encountered, the character, quality and scope of the work to be performed, and the requirements of the County.
4. All Proposals shall remain firm for one hundred and eighty (180) days from the Proposal submission deadline.

B. Business Address

Proposers shall furnish their business street address. Any communications directed either to the address so given, or to the address listed on the sealed Proposal container, and deposited in the U.S. Postal Service by Certified Mail, shall constitute a legal service thereof upon the proposer.

C. Corrections and Addenda

If a proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the proposer shall immediately notify the Contact Person of such error in writing and request clarification or modification of the document. Modifications will be made by addenda as indicated below to all parties in receipt of this RFP.

If a proposer fails to notify the Contact Person prior to the date fixed for submission of Proposals of a known error in the RFP, or an error that reasonably should have been known, the proposer shall submit a Proposal at their own risk, and if the proposer is awarded a contract they shall not be entitled to additional compensation or time by reason of the error or its subsequent correction.

Addenda issued by the County interpreting or changing any of the items in this RFP, including all modifications thereof, shall be incorporated in the Proposal. The proposer shall sign and date the Addenda Cover Sheet and submit same with the Proposal (or deliver them to Kern County General Services Division- Request For Proposal, 1115 Truxtun Ave. 3rd Floor, Bakersfield, CA 93301 Telephone (6661) 868-3000, if the proposer has previously submitted a Proposal to the department).

Any oral communication by the County's designated Contact Person or any other County staff member concerning this RFP is not binding on the County and shall in no way modify this RFP or the obligations of the County or any proposers.

D. Proposal Format and Contents

For ease of review and to facilitate evaluation, the Proposals for this project should be organized and presented in the order requested as follows:

1. Cover Page:

Include a letter of introduction signed by an authorized representative of the firm containing the following language:

- The undersigned certifies that all statements in the Proposal are true and correct; and that any material false statement contained in this proposal shall entitle Kern County to pursue any and all remedies authorized by law and/or declare any contract made as a result thereof, to be void.
- Indicate the name of the firm and the RFP project title clearly on your cover sheet.

2. Corporate/Agency Profile:

Provide specific information concerning the firm in this section, including all of the following:

- The legal name, address and telephone number of your company
- The type of entity (sole proprietorship, partnership, or corporation and whether public or private).
- Whether you are a local Kern County vendor as defined in section I.D.2. of this RFP (provide the street address of the local office).
- The name and telephone number of the person(s) in your company authorized to execute the proposed contract.

If two or more firms are involved in a joint venture or association, the Proposal(s) should clearly delineate the respective areas of authority and responsibility of each party.

All parties signing the Agreement with the County shall be individually liable for the completion of the entire project even when the areas of responsibility under the terms of the joint venture or association are limited.

3. **Qualifications and Experience:**

This section is designed to establish the proposer as an entity with the ability and experience to operate the program, or provide the services specified in the RFP.

Provide specific information in this section concerning the firm's experience and qualifications (skill sets, contractor licensing, certifications etc.) in the services specified in this RFP, preferably within the State of California. Include all of the following:

- The number of employees involved in providing services
- Number of years providing services
- Financial statements (balance sheet and Dun & Bradstreet credit rating acceptable)
- Examples of completed projects
- Skill sets
- Contractor licensing, if applicable
- Certifications, if applicable

Documentation of Satisfactory Past Performance/References

Provide a minimum of three (3) reference letters for similar services rendered (must be within the last twelve (12) months on the reference company's letterhead. Each reference shall include a current point of contact and a phone number. Each reference letter must have all of the following information:

- Date of the original contract;
- End date of the contract;
- Services rendered;
- Names, addresses, email and telephone numbers of contact persons within client agencies for whom the services have been provided.

Provide a list of all clients with current contact information including email, to which you have provided similar services over the last two years, but are not currently working for. Please indicate why you are not currently providing services to said client(s).

4. **Credentials/Resumes:**

Of critical importance is the composition of the team proposed to provide services on this project. Credentials and resumes of the person(s) responsible for administering or providing the services must be provided.

Include a statement of qualifications and resumes/backgrounds of key personnel assigned to the project, including training certifications of professional and non-professional personnel.

Proposer shall specifically provide the following information on all management, supervisory and other key employees who will be providing service:

- a. Name, business address and phone number
- b. Description of education
- c. General experience
- d. Experience or education related to the RFP project
- e. Letters of reference, if available

List consultant firms, if any, that you plan to use for this project and their relevant experience.

4a. Subcontractors:

County will consider proposed agreements that involve the firm's use of subcontractors. List all subcontractors you plan to use for this project and their relevant experience. Such subcontractors will be acting as independent contractors and not as agents of the County.

5. Project Approach, Work Schedule, Transition Plan and Technology Requirements:

- a. Provide a detailed description of the methodology proposed to perform all required services.
- b. The project approach should include specific details with regard to how and what services, training, installation, etc. are included in your response to the County. Provide specific information and details.
- c. Describe approach and methodology that will be used to address obstructions, constraints or roadblocks in the submitted proposal.
- d. List, and describe actions that will be done in order to comply and meet required benchmarks, performance standards and quality assurance.
- e. Detail and describe security clearance and information technology requirements.
- f. If applicable, detailed description of proposed utilization of Business and/or Work Environment provided by County.
- g. Include any additional information and options that you feel may be advantageous to the County. Label options clearly and specify all costs and fees associated with each option.
- h. Include specific details with regard to a work schedule/transition plan which contains an aggressive schedule that will complete, or start up, the project before June 30, 2025. This schedule should contain specific milestones and dates of completion which will be used to set schedules.

- i. Also identify the extent of County personnel involvement deemed necessary, including key decision points at each stage of the project.
- j. Identify deliverables that will be produced in order to receive payment. This may include deliverables with milestone dates or time periods that are required to be completed.
- k. Specify all software and computer technology that is anticipated to be used in rendering the services. If the Proposal includes the purchase of any software by the County, provide a copy of any software license agreements that the County would be required to execute.
- l. Describe how each of the County's desired outcomes will be met.
- m. Do not include brochures and advertisements in your Proposal unless the content they provide is identified and included specifically in your description of the methodology and/or approach to the services you are proposing to provide the County.

6. Cost of Service:

The Proposal shall clearly state all of the costs associated with the project, broken down by category of products and services, and all on-going costs for recommended/required products/services such as maintenance.

As a general rule, the County prefers a set price or hourly rate for the entire term of any contract. Price escalators such as the CPI may also have a detrimental impact on the proposer's score determined by the Evaluation Committee and are disfavored by Kern County.

The project costs should include all expenses that will be charged to the County including but not limited to costs for shipping, insurance, communications, documentation reproduction, travel, taxes, etc. **Failure to not clearly identify all costs associated with the Proposal may be cause for rejection of the Consultant's Proposal.**

7. Insurance:

The selected proposer will be required to obtain, as a condition of the award of a contract, and the Proposal shall state that the proposer will obtain the insurance as required in the attached agreement.

All insurance shall be issued consistent with the final Agreement with County. Insurance coverage at a minimum must be provided by a company or companies listed in the current "Best's Key Rating Guide" publication with a minimum of A-, VII rating; or in special circumstances, as pre-approved by the Risk Management Division of the Office of County Counsel. The selected proposer shall file with the Contact Person a Certificate(s) of Insurance stating the required coverages are in effect.

8. Additional Information:

Include any other information you believe to be pertinent but not required.

9. Confidential Information:

Proposers are cautioned that because the County is a public entity, materials designated as “confidential” may nevertheless be subject to disclosure. Proposers are advised that the County does not wish to receive confidential or proprietary information and that proposers are not to supply such information except when it is absolutely necessary.

IF CONFIDENTIAL INFORMATION IS SUBMITTED:

a. ALL CONFIDENTIAL INFORMATION MUST BE STAMPED WITH A “CONFIDENTIAL” WATERMARK AND PLACED IN A SEPARATE TABBED SECTION #9 OF THE RFP MARKED “CONFIDENTIAL”.

b. Any documents labeled “CONFIDENTIAL” shall include the following statement signed and placed on the first page of the CONFIDENTIAL material:

“_____ (legal name of proposer) shall indemnify, defend and hold harmless the County of Kern, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §9720.000 et seq.) arising out of, concerning or in any way involving any materials or information in this Proposal that (legal name of proposer) has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.”

By: _____ Date: _____

Confidential information as discussed in this section II.D.9 may include:

Technical Information

a. Any trade secret, know-how, invention, software program, application, documentation, schematic, procedure, contract, information, knowledge, data, process, technique, design, drawing, program, formula or test data, work in progress, engineering, manufacturing, marketing, financial, sales, supplier, customer, employee, investor, or business information;

b. Any non-public business information, including, without limitation, personnel data; correspondence with governmental agencies; historical customer information and data; historical cost information such as

budgets and operating expenses and capital costs; and projected capital additions and operating cost information;

Financial Information

a. financial statements, business plans, strategic plans, proprietary market information, analyses, compilations and any other strategic, competitively sensitive or proprietary information shared between the parties as a result of the discussions contemplated by this Agreement;

Business Development-Related Information

a. All trade secrets or proprietary information protected as intellectual property that relates to the business of the Vendor and is not generally available to the public, or generally known in the industry;

b. Customers' identities and requirements, customer lists, suppliers' identities and products, pricing information, product price discount information, manufacturing processes and procedures, new product research, financial information not generally available to the public; and

c. Any techniques, know-how, processes or combinations thereof, or compilations of information, records and specifications, utilized or owned by the vendor regarding business development, marketing, pricing, business methods, strategies, financial or other analyses, policies or business opportunities.

E. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFP become the property of the County. Any and all Proposals received by the County shall be subject to public disclosure and inspection, except to the extent the proposer designates trade secrets or other proprietary data to be confidential, after the Evaluation Committee has completed its deliberative process and either the proposer has been informed that they are not the vendor selected by the Evaluation Committee for recommendation to the Board of Supervisors, or the matter has been set for consideration before the Board of Supervisors, whichever comes first.

Material designated as proprietary or confidential shall accompany the Proposal and each page shall be clearly marked and readily separable from the Proposal in order to facilitate public inspection of the non-confidential portion of the Proposal. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary. The County will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the Proposals.

F. Post RFP Issuance

1. Questions

- a. Before pre-proposal meeting: Questions may be submitted by email or fax prior to the pre-proposal meeting.
- b. After pre-proposal meeting: Following the pre-proposal meeting, an addendum will be issued with written responses to those questions where the answers may change the scope of services detailed in Exhibit "A." Questions with content about the RFP process, where to mail response or other information not related to Exhibit "A" may be answered by the Project Facilitator as they are received.
- c. Subsequent to addenda: Questions received subsequent to the issuance of addenda and within the last week prior to the due date and time may be answered. The County will accommodate these last-minute questions, but will not guarantee that they will be answered if not submitted timely.

2. Pre-Proposal Meeting

A Pre-Proposal meeting has been set for June 2, 2025 at 10:00 a.m. The meeting will be held on Teams Meeting ID: 269 313 233 512 7 Passcode: iM7ic2pk. The purpose of the conference is to permit proposers an opportunity to ask questions and/or provide feedback to County staff on specifics of this RFP. Preliminary answers may be given at the Pre-Proposal meeting. However, these responses are only preliminary and will not be final until they are provided as an addendum to the RFP. While some input obtained at the meeting may be incorporated into the RFP via addenda, remarks and explanations made at the meeting shall not change the provisions of the final RFP. **All interested parties who may have questions are urged to attend.**

G. Proposal Submission

The proposer shall submit six (6) written copies of the Proposal and one (1) copy on thumb drive. The thumb drive (virus free) must be a standard Microsoft Windows (Word, Adobe, Excel etc) compatible format readable by the County; using word processing software that is Windows based, preferably Microsoft Word. Proposer agrees to be fully responsible for any damage caused by any materials submitted to County. Please submit all Proposals to:

Kern County General Services Division
REQUEST FOR PROPOSAL
1115 Truxtun Ave., 3rd Floor
Bakersfield, CA 93301
Telephone (661) 868-3000

Proposals may be delivered in person, by courier service or by mail to the address indicated above. **BEFORE 11:00 A.M. on June 23, 2025**, at the above office and address.

Proposals submitted after the above deadline will not be accepted. It is strongly suggested that any proposers intending to hand deliver a proposal on the last day for submission arrive at the General Services Division third floor main lobby at least ten (10) minutes prior to the proposal receipt deadline to receive a “test” time stamp to validate the official current time. The time stamp clock in the main lobby of General Services will be the official time. Any Proposal received at or after 11:00 a.m. will be returned unopened.

Only one (1) Proposal may be submitted from each proposer. For purposes of this RFP, a proposer is defined to include a parent corporation of the proposer and any other subsidiary of that parent corporation. If a proposer submits more than one (1) Proposal, all Proposals from that proposer shall be rejected.

RFP Proposals are not publicly opened.

H. Withdrawal and Submission of Modified Proposal

A proposer may withdraw a Proposal at any time prior to the submission deadline by submitting a written notification of withdrawal signed by the proposer or his/her authorized agent. The proposer must, in person, retrieve the entire sealed submission package. Another Proposal may be submitted prior to the deadline. A Proposal may not be changed after the designated deadline for submission of Proposals.

Exhibit A

I. BACKGROUND

Kern Regional Transit (KT) is requesting proposals from qualified candidates for an CAD/AVL System that includes Computer-Aided Dispatch /Automatic Vehicle Location (CAD/AVL), Automatic Voice Annunciation (AVA) System, Mobile Data Terminals (MDT), Automatic Passenger Counting (APC), and related components, and support services. This system is intended to allow for more efficient management of daily operations, accurate tracking of fleet vehicle locations, as well as accuracy in gathering required operational metrics in compliance with the Federal Transit Administration's National Transit Database report.

KT's automatic vehicle location and monitoring goals include a turnkey, reliable, and scalable system supporting a current public transit system consisting of thirteen (13) fixed-routes, Demand Response in seven (7) rural Kern County communities and a seventy (70) vehicle fleet.

This project is intended to improve internal operations through the collection of AVL data used to track and improve bus schedules and route adherence, the collection of passenger counts that will provide the necessary data for the completion of the annual National Transit Database report, and provide an improved experience for KT passengers including more accurate real-time updates and automated stop announcements.

II. DESIRED OBJECTIVE(S)

The County of Kern is seeking a qualified firm to provide, install, and integrate a new Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System that meets the following objectives:

- (a) Voice and data communication between dispatchers and bus operators that provide high-quality reliability and availability.
- (b) Tools that allow dispatchers to track and respond to incidents quickly, easily, and effectively.
- (c) Reporting and data analytics tools for fleet management and on-time performance improvements that reflect industry best practices.
- (d) Real-time bus information for KT passengers that includes arrival times, notification of service delays, changes, and interruptions.
- (e) Reliable and low-maintenance onboard equipment that minimizes resources required to monitor, report and repair device failures.
- (f) Seamless and reliable integration with existing KT software including but not limited to – scheduling and dispatching, fare collection and ridership, accounting, asset management, reporting, and data analytics.
- (g) Provision of initial, and as needed, training and technical expertise to County and Operations Contractor staff.
- (h) Integration with existing KT software applications including, but not limited to, fare collection, head-sign, audio and video surveillance systems, etc.

The CAD/AVL system will improve the ability of transit staff to manage the KT fleet, track route adherence, and facilitate voice and data communication between the dispatch office and operators. The system should also improve the ability to track and respond to incidents and accidents, and provide the required data and reports needed to improve overall on-time performance, customer satisfaction, and our agency's ability to accurately report to the Federal Transit Administration's National Transit Database.

III. ESTIMATED VALUE/COST

Total budget for this project is \$1,000,000. Pricing options should include:

- Hardware and software needed to fulfill all "required" items from the Scope of Work
- Installation and deployment of all equipment
- Subscription costs (annual service fees, maintenance fees, data management fees, or any other recurring costs) for the first five (5) years (excluding wireless data costs)
- Recommended schedule for long-term hardware replacement
- Training and customer support

IV. BUSINESS AND/OR WORK ENVIRONMENT

KT currently operates a fleet of 70 fixed-route and demand-response vehicles that include 42 cutaway-style buses from various manufacturers, 18 El Dorado National Access Buses, 4 El Dorado National XHF Buses, 1 BYD K9M Electric Bus, and 2 Braun Chrysler Entervans.

KT's current on board system environment consists of:

- Transign LLC LED Destinator Signs (Destination Signs for Cutaways)
- Luminator Technology Group Destination Displays (Destination Signs for 40' Buses)
- Genfare FastFare Fare Collection System
- SafetyVision camera system
- County IT Department

V. DESCRIPTION AND SCOPE OF WORK

The following is a general outline of the Description and Scope of Work that will be required. It is anticipated that the final scope of work will be a product created through the negotiation process with changes based upon the professional input from the selected vendor.

The CAD/AVL vendor will be expected to provide the following products and services:

- **Administrative reporting tools including:**
 - Customizable reports for specific time periods (annually, weekly, daily, hourly) and the ability to filter data by weekday service, Saturday or Sunday service, or all service days
 - Ridership reports that can be aggregated by stop, route, or trip

- Ability to export reports in Excel, PDF, and GIS data formats
- **(Required) Computer-Aided Dispatching / Automatic Vehicle Location (CAD/AVL) system that includes:**
 - A cloud-hosted platform with an intuitive, web-based user interface that displays, at a minimum, the following information:
 - Driver ID and Vehicle ID
 - Work information (run, block, route, etc.)
 - Route and bus stop overlays for an easy-to-read map. Users should be able to view routes and stops individually or as an entire system or fleet
 - Vehicle location, direction of travel, speed, and status (on-time, late, early)
 - Real-time passenger load
 - Vehicle health monitoring status and electric bus battery level indicator (preferable)
 - Display and management of vehicle events such as:
 - Service alerts and equipment failures
 - Operator log-in and log-off
 - Schedule deviations and off-route notifications
 - A reporting module that includes the following reports and features:
 - Schedule adherence by route
 - Historic vehicle playback
 - On-time performance
 - Logged driver time
 - Arrival and departure times for any vehicle
 - CAD/AVL data should be available for at least 2 years
 - Reports should be exportable in standard formats, i.e. Excel, PDF, and/or GIS
 - Backend administrative tools that can be accessed from any location and at any time
 - The ability for KT staff and contractor staff to easily modify bus routes, stops, vehicle data, and schedules without having to contact the vendor
 - Easy account creation and deletion. Unlimited accounts should be assigned different access levels (i.e. administrator, dispatcher, and viewer) at no extra cost
 - The ability to set boundaries around fixed routes for off route notifications (geo-fencing)
 - The ability for drivers to log in to any route in any vehicle at any time
 - Live bus tracking that updates no more than every three seconds while the vehicle is in operation
 - On-board hardware that is reliable, low-maintenance, and easy to update. Hardware that can be updated remotely is preferred. Hardware that can withstand very hot and very cold operating environments is required.
 - Cradlepoint or comparable router with capacity to support current and future data transfer needs
 - Integration with digital signage
 - Accurate, real-time arrival predictions

- The capability of offering a real-time transit data API and associated developer documentation
- GTFS-RT data feed and static GTFS export capability
- Two-way text communication through operator MDTs that include common, pre-defined phrases, quick yes/no driver responses, and priority level options (critical or standard). Text message function should be disabled while the bus is in motion.
- Option for voice over IP (VoIP) communication
- **(Required) Mobile Data Terminals (MDTs) that include the following features:**
 - Seamless functionality with CAD/AVL software and hardware
 - Unique driver login and route/block selection
 - An intuitive display that includes a route ladder of upcoming stops, next stop arrival times, turn-by-turn route navigation, and on-time performance
 - Covert emergency alerting with the ability to turn on a live audio stream to dispatch
 - Durable design that is shock-proof, waterproof, and resists extreme temperatures, sunlight, vibration, and impact
 - Vendor-supplied docks that mount easily to the bus
 - Pre-trip inspection module
- **(Required) Automatic Passenger Counting (APC) system that includes:**
 - Tracking of passenger boardings and alighting through sensors installed at the front doors of all busses and rear wheelchair lifts of cutaway design busses. Data should be recorded as a function of stops, routes, and runs
 - Highly accurate data collection that meets or exceeds FTA requirements, demonstrates the ability to differentiate between passengers and non-passengers, and detect double-backs, re-crossings, and sensor obstructions
 - Configurable to push real-time passenger load data to the CAD/AVL system and bus tracking applications
 - Assignment of data based on driver login and route selection
 - Error/failure log and the ability to adapt and manage outlying data due to routing changes, vehicle tradeouts, detours, etc.
 - Web-based APC reporting module that includes the following features:
 - Easy to use, straightforward user interface
 - Accurate reports that have been cleaned of all deviating data
 - Ability to track and report on all current NTD data requirements including Vehicle Revenue Miles (VRM), Vehicle Revenue Hours (VRH), deadhead miles, deadhead hours, unlinked passenger trips (UPT), and passenger miles traveled (PMT)
 - 1-click NTD reporting is preferred
 - Wheelchair lift use reporting is desired
- **(Optional) Automatic Voice Annunciation (AVA) System that features:**
 - Automatic internal and external announcements that are triggered by bus location and user-defined GPS geo-fences
 - Web-based AVA management platform that allows KT staff and contractor staff to configure when and where stop announcements

- occur and to program voice announcements phonetically using text-to-speech technology
- Seamless integration with CAD/AVL system
- Americans with Disabilities Act (ADA) compliance
- Ability to change announcement voices is preferred
- **(Required) Training**
 - The vendor shall provide comprehensive, on-site training programs that prepare KT staff and contractor staff for the operation, administration, and troubleshooting of the system. Vendor trainings should include, at a minimum:
 - CAD/AVL/APC system training
 - Operator training
 - Road supervisor training
 - Reporting and analytics training
 - Maintenance training
- **(Required) Warranty and Support**
 - The initial contract shall include a warranty of a minimum of one (1) year for all hardware and software beginning at final acceptance and pricing for the first five (5) years of maintenance and support. Additionally, the vendor shall provide service contract requirements and anticipated costs beyond the initial three (3) year contract.
 - KT expects a high level of customer service and product support from the vendor and requires that any issues with the system be resolved in a timely fashion with minimal system downtime. The vendor's customer support should be available between the hours of 7AM to 7PM (Pacific Time), Monday through Friday with access available on weekends. If hardware failures occur, replacement parts should be readily available and able to be obtained quickly.
 - Parts and components should be made available for repairs and replacements through the useful life benchmark of each bus the system is installed into.
- **(Required) Service Levels**
 - KT requires that the system and services provided by the vendor shall be available 99.9% of the time, excluding scheduled maintenance, and downtime resulting from outages of third-party connections or utilities. For each period of downtime lasting longer than 30 minutes, KT will request a credit or refund of 5% of the annual service fee, but not more than once per day. Downtime shall begin to accrue as soon as KT recognizes that downtime is taking place and will continue until the availability of services is restored. KT will notify the vendor within 24 hours from the time of downtime, and failure to provide such notice will forfeit the right to receive downtime credit.

VI. DELIVERABLES

The following are objective tangible results that the Contractor must produce in order to receive payment.

System Installation and Deployment

Proposals shall include a deployment schedule that outlines the number of weeks from Notice to Proceed to project completion and meets the following requirements:

Full System Implementation

- Fleet-wide installation of Intelligent Transportation System (ITS) hardware and software will occur no later than September 31, 2025 unless another date is negotiated with the agency.
- Following fleet-wide installation, the vendor will be given 30 days to test and troubleshoot the ITS and 45 days to fix any issues within the system.

The vendor's responsibility during the initialization of ITS shall include, but is not limited to, the following:

- System engineering, design, installation, and when possible or as needed, integration with current KT components.
- Initialization of the ITS using existing vehicle information, route schedules, bus stop locations, ridership data, etc. Initialization using existing data shall be done in a way that does not compromise the integrity of the data. KT reserves the right to not import historic data and begin a new with this ITS install.
- The vendor shall supply all equipment needed to successfully implement a functioning ITS and documentation for all vendor-supplied hardware and software.
- With future vehicle procurements, the vendor will work with vehicle manufacturers to ensure OEM integration of ITS equipment.

VII. CONTRACTOR LICENSING, CERTIFICATIONS & QUALIFICATIONS

To be considered for this project, vendors must have a proven track record of implementing comprehensive Intelligent Transportation Systems for small to medium-sized transit agencies. Vendors shall submit a proposal that includes the following information:

- A brief overview of the company including history and number of years in business
- Qualifications and experience in implementing similar projects
- Past performance, reputation and at least three (3) client references
- Key personnel who will be involved with the project along with a description of their experience and qualifications
- A detailed work plan that outlines how the company plans to fulfill the scope of work and meet KT's ITS requirements
- Documentation of the firm's financial standing and insurance coverage
- Documentation of any history of litigation associated with project performance and/or professional liability
- Industry Awards and/or Certifications: Include a description of any relevant transit industry awards and/or certifications given to the company or company's key personnel identified for this project
- Automatic Passenger Counting (APC) Certification for Federal Transit Administration National Transit Database (NTD) Reporting

VIII. CONSTRAINTS TO PROPOSER'S APPROACH AND METHODOLOGY

The following is a general outline of the constraints, obstructions, roadblocks that may affect the Proposer's approach and methodology that will be needed and/or considered in order for the ITS service consultant to submit as part of their proposal response.

- **Ability to provide mobile data service and voice communication to Kern Transit's entire service area** - Kern Transit primarily services rural, unincorporated areas in Kern County including the Kern River Valley and Northeast Kern which are typically difficult to reach through standard cellular connection. The selected vendor shall be able to ensure that communication and data is not lost between the dispatch office and bus operators in these service areas.
- **Fleet Adjustments** – Kern Transit is in the process of replacing an aging fleet. The selected vendor shall be able to ensure that coverage remains consistent as vehicles are turned over and OEM integration of ITS equipment is seamless for future vehicle procurements.
- **Government Regulations** – ITS solutions must comply with local, state, or national regulations regarding transportation, data privacy, and infrastructure development.

IX. PERFORMANCE STANDARDS AND QUALITY ASSURANCE

The following is a general outline of the Performance Standards and Quality Assurance benchmarks that are required as part of this proposal. For additional standards, see Section II – Objectives.

- AVL system must have a location accuracy within ± 10 meters for at least 95% of tracked vehicles.
- Regular calibration and validation of GPS devices and periodic checks to ensure system works in varied operational environments (ex. Canyon heading towards the Kern River Valley and East Kern).
- Real-time arrival predictions for buses should have an accuracy rate of at least 95% within a 1-3 minute window of scheduled arrival.
- Periodic tests to verify that real-time data displayed on platforms aligns with actual vehicle positions and verification of accuracy during different times of day and weather conditions.
- 99.9% system availability for vehicle-to-dispatch center communications, with no more than 5 seconds latency in sending/receiving signals for emergency alerts.
- ITS system should be able to scale to handle a 20% increase in the number of vehicles or routes without compromising real-time information accuracy or communication latency.
- ITS system should be designed for long-term use, with maintenance schedules and support systems in place to prevent service interruptions due to hardware or software failures.
- Critical infrastructure components should have a minimum operational life of 5 years, with preventive maintenance schedules that reduce downtime to less than 1% annually.

X. SECURITY REQUIREMENTS

The following is a general outline of the security clearance and Information Technology requirements necessary as part of this proposal.

- All sensitive data including passenger information, financial transactions, and location data, must be encrypted during transmission and storage to prevent unauthorized access.
- The system must comply with privacy regulations including GDPR (General Data Protection Regulation) or CCPA (California Consumer Privacy Act) to protect personal data and ensure passengers' privacy.
- Ensure strong user authentication protocols, such as multi-factor authentication for access to critical system components.
- Grant system access based on roles, ensuring that only authorized personnel can access sensitive functions and data.
- Ensure physical security for infrastructure such as servers, control centers, data centers, and hardware components installed in vehicles.
- Implement tamper-resistant technology on physical systems to detect and respond to unauthorized access.
- Implement continuous monitoring of ITS systems to detect breaches or unusual activities in real-time.
- Ensure that third party vendors, especially those providing hardware, software, or cloud services, adhere to security standards and implement secure practices throughout the development and deployment stages.
- The selected firm shall work cooperatively with the County of Kern's Information Technology Services and County Counsel, as needed, to review and authorize the use of any software license, maintenance agreement, or annual fees. Additional ITS security requirements may apply.
- Solution is required to use a County supported mobile carrier (AT&T, Verizon, or T-Mobile) for cellular communications. Mobile carrier will be selected and funded separate from this solution.
- Cloud-based resources must maintain data residency in the continental United States.
- Participation in Kern County's vendor management solution to assess cyber risk and compliance, with a score of 750 (B) or higher. Kern County's ITS Security team will share vendor management solution results. Participation includes Kern County monitoring publicly available open-source intelligence of the vendor, and Kern County sending cybersecurity questionnaires to the vendor for self-attestation of security controls and practices to supplement their risk assessment score. Vendors will need to designate a technical point-of-contact for the questionnaires.

XI. SUMMARY OF DESIRED OUTCOME(S) AND DELIVERABLES

In summary, the Department is seeking a qualified firm to engineer, design, and install an System that includes Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) system, , Mobile Data Terminals (MDT), Automatic Passenger Counting (APC), Automatic Voice Annunciation (AVA) System (if included) and related components, and support services for Kern Regional Transit. The selected

firm shall be able to meet the objectives, experience, qualifications, deliverables, performance standards, and security requirements as defined in Exhibit A.

